

## Procedure for Getting and Applying PES Upgrades

*These procedures are only valid for updating when the PES Application is already installed.*

**NOTE:** *Upgrades must be performed incrementally (e.g. if you currently have version 2.12 installed, you cannot upgrade to version 2.14 without upgrading to version 2.13 first).*

*It is highly recommended that you save a backup copy of the database file prior to performing an upgrade. The database file name is vtnewecs.mdb and can be located in the VTHIPAA folder. Saving a backup copy of the database will prevent loss of any Lists you have created as well as claims previously submitted.*

### Manually downloading an upgrade from the Web

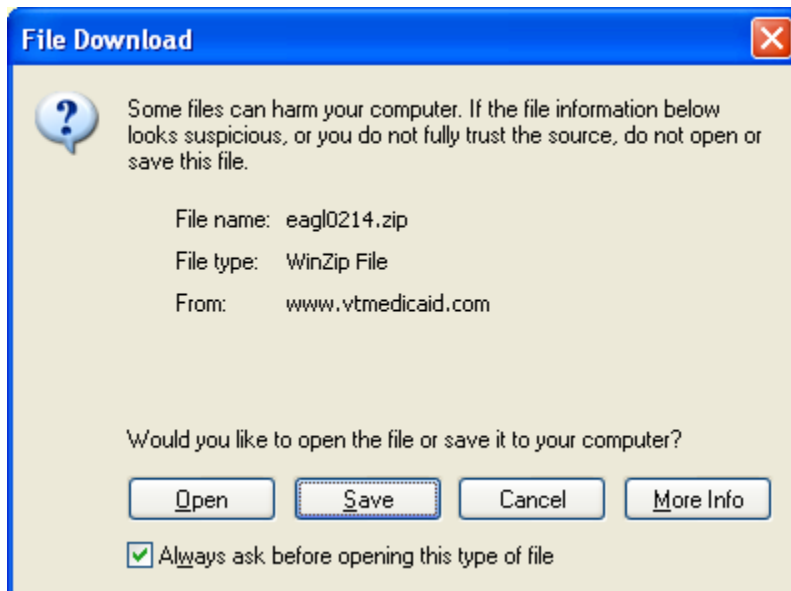
Step 1. Go to web site at [www.vtmedicaid.com](http://www.vtmedicaid.com)

Step 2. Click on Downloads.

Step 3. Click on Software link.

Step 4. In column labeled Name, click on 2.## upgrade (where ## is the desired upgrade version number).

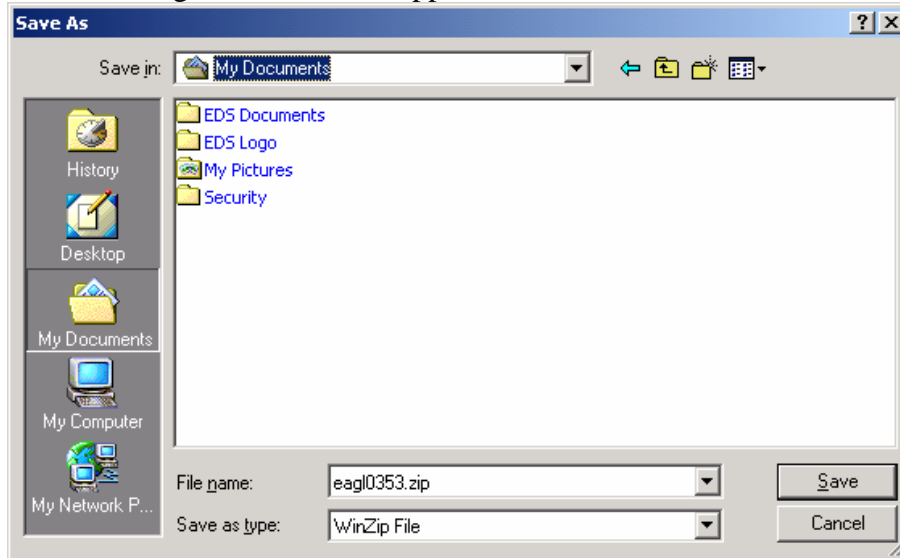
The following box appears:



Step 5. Click on 'Save' button NOTE: Upgrades are zipped files. **Do not open an upgrade.**

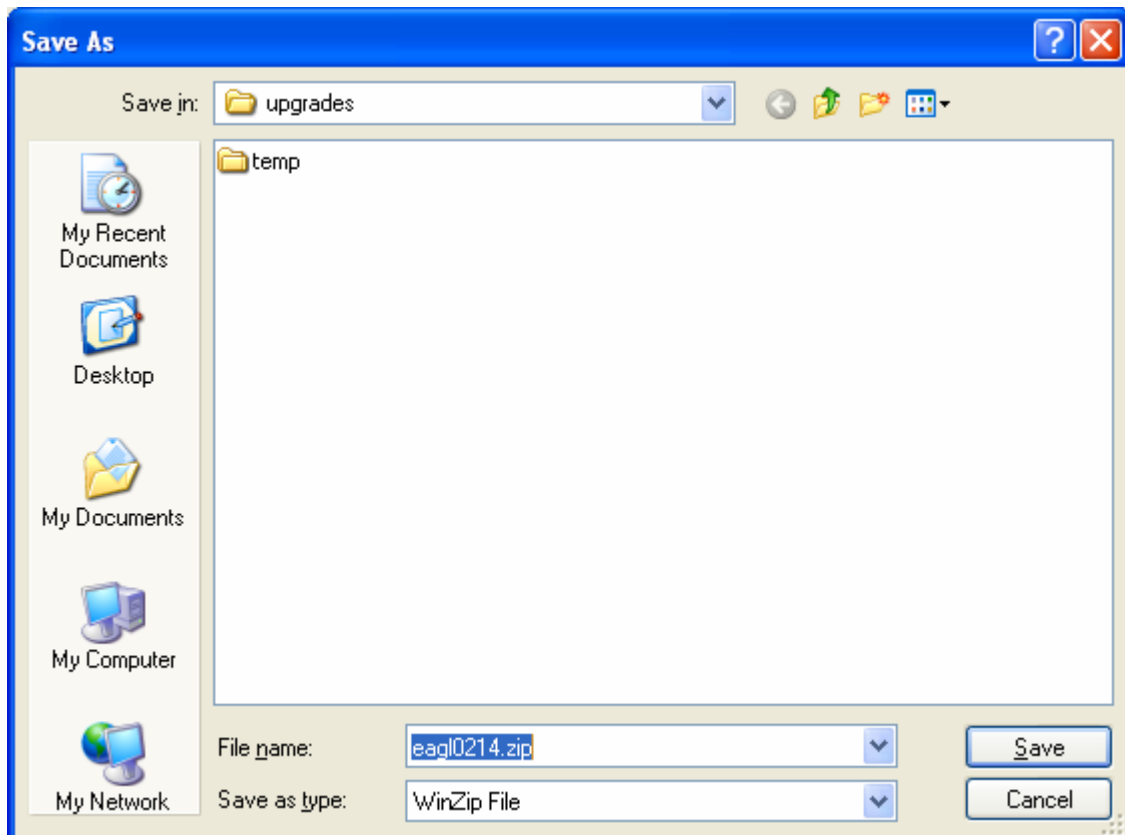
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The following browser screen appears:



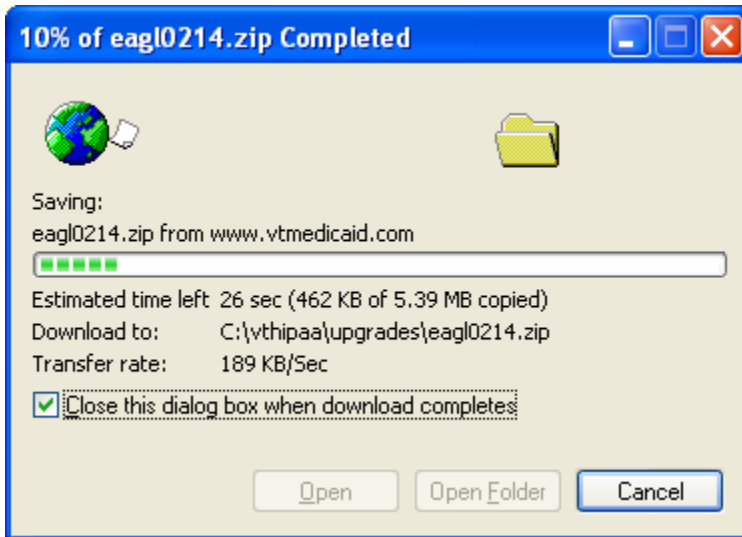
Step 6. Use this browser to locate the subfolder 'upgrades' inside the folder the PES database is installed. (If you accepted the default paths when you installed, the path is "C:\vthipaa\upgrades".)

Step 7. Click on the 'Save' button.



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The following screen appears, showing the progress of the download.



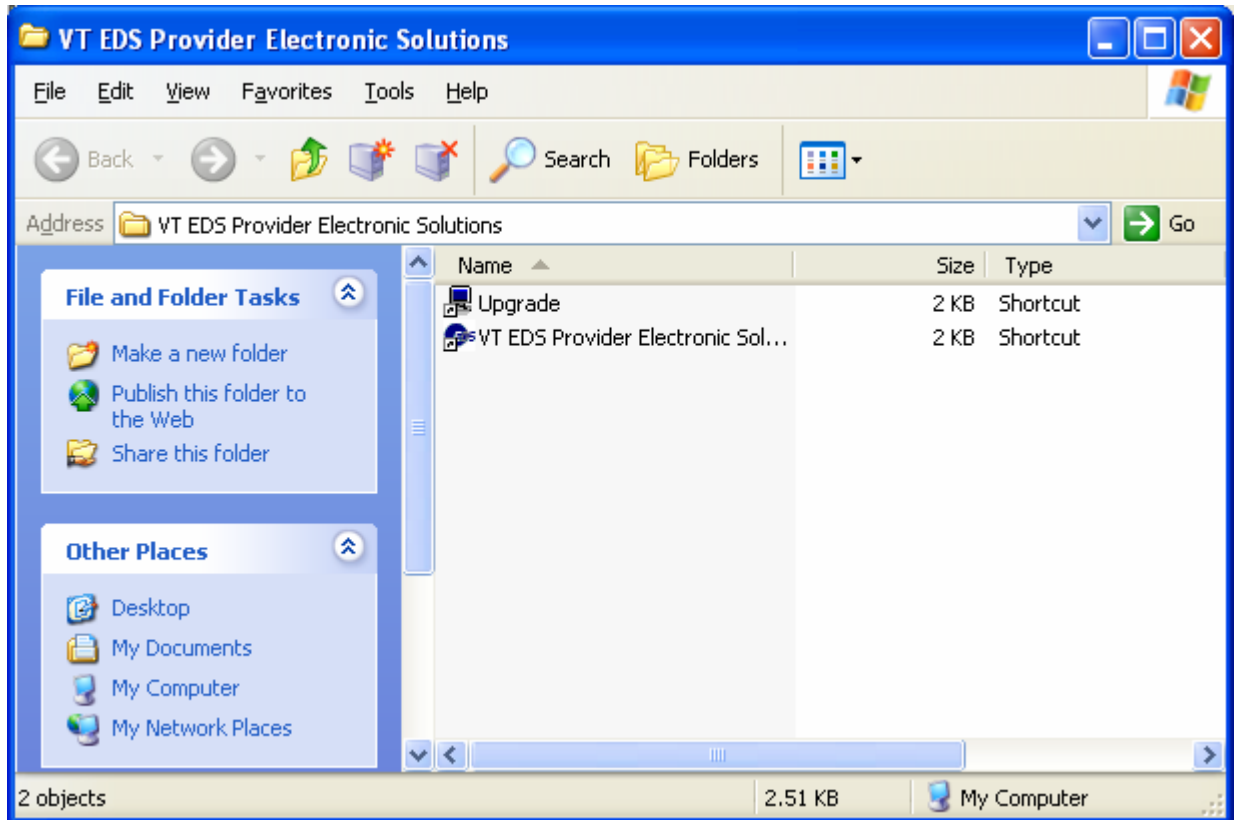
Step 8. Upon completion of the download, you may close out of the internet.

Step 9. At this point you have the upgrade in place and may continue with "Applying the Upgrade" steps.

# Procedure for Getting and Applying PES Upgrades

## Applying the Upgrade

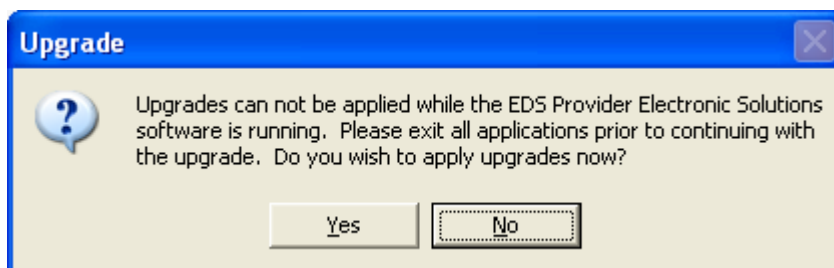
Step 1. Go to desktop and open the VT EDS Provider Electronic Solutions folder. The folder should appear similar to the following screen.



Step 2. Double Click on the upgrade icon. This will begin the upgrade process.

The following message box appears and waits for you to make a selection.

NOTE: If you press enter instead of selecting the Yes or No, the default is No. The Yes must be chosen in order to continue with applying the upgrade.



Step 3. Click on 'Yes'.

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Step 4. You will be notified that there is only one upgrade and do you want to upgrade to 2.##. Click on 'Yes'. The upgrade will begin

Step 5. When prompted, click on 'Next'.

Step 6. When the upgrade has finished, you will be prompted to click on 'Finish'.